

## QUALITY POLICY STATEMENT

9/09/2021

It is the policy of Marcon Construction Ltd. to always ensure the best possible service and material quality for its clients and their customers in turn.

To this end we will ensure all our staff are well trained and competent in the demands of their work, are given the time required to carry out their activities to a high quality standard, and thereby that all our activities are carried out with all due care given to best value / best quality at all times, both physical and financial, and that any complaints or reports of dissatisfaction are dealt with courteously, swiftly, efficiently and to the satisfaction of all parties concerned and that this will be constantly monitored by the Directors of the company.

Our bespoke software system keeps records and produces all the documents that are necessary in our day-to-day business operations. We keep records of all our business dealings, including both client side and supplier side dealings. This includes the creation and management of our onsite processes such as Construction Phase Plans, Risk Assessments and Method Statements, work methodology and the deliverables and expectations we have with our supply chain.

We undertake to measure, monitor and review our performance in quality and best value by distributing quality satisfaction questionnaires to our clients, and where appropriate their customers as well, and by sharing in the results of their own quality satisfaction questionnaires.

We will develop systems of key point indicators (KPI's) for individual contracts and collate these so that an overall picture of our attainments and gaps can be easily reviewed, and will always strive to meet, or preferably exceed, our clients and their customers service standards.

Our intention is to target 100% customer satisfaction in quality and best value and operate in a manner of constant improvement in the ways in which we conduct our business to achieve and maintain this level.

The policy will be kept up to date and to ensure this, the policy and the way in which it has operated will be reviewed at least once a year at Board level, or when there are operational or other considerations demonstrating the need for immediate review.

Signed:



MARCUS TAYLOR Projects Director

Date: 9th September 2021

Date for review: 9th September 2022

